

# Business Responsibility & Sustainability Reporting (BRSR)

## SECTION A

### GENERAL DISCLOSURES

#### 1. Details of the listed entity

Corporate Identity Number (CIN) of the Listed Entity	L15200KA1998PLC023489
Name of the Listed Entity	HealthCare Global Enterprises Ltd.
Year of Incorporation	12/03/1998
Registered Office Address	HCG Towers, No.8, P. Kalinga Rao Road, Sampangi Rama Nagar, Bangalore, Karnataka, India - 560027
Corporate Address	No 3, G-Floor, Tower Block, Unity Buildings Complex, Mission Road, Bangalore, Karnataka, India - 560027
E-mail	<a href="mailto:investors@hcgel.com">investors@hcgel.com</a>
Telephone	+91-80-4660 7700
Website	<a href="http://www.hcgoncology.com">www.hcgoncology.com</a>
Financial Year for which Reporting is being done	2022-23
Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and National Stock Exchange of India Ltd. (NSE)
Paid-up Capital	INR 1,391,160,620
Name and Contact Details (telephone, email address) of the Person who may be contacted in case of any queries on the BRSR	Sunu Manuel- Company Secretary <a href="mailto:investors@hcgel.com">investors@hcgel.com</a> +91-80-4660 7700
Reporting Boundary	Consolidated <sup>1</sup>

#### 2. Products/services:

Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity (FY23)
1.	Medical and Healthcare	Medical and Healthcare	100

#### 3. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% Of Total Turnover Contributed
1.	Medical and Healthcare	8610	99.09

#### 4. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	22	1	23
International	1	4	5

<sup>1</sup> The Report covers HCG's 22 comprehensive cancer centers present in India and parts of Africa, 03 multi-specialty hospitals and 07 fertility centers operating under the brand Milann. More details on the entities covered are provided as response to Q.8 (a) 'Names of holding / subsidiary / associate companies / joint ventures. The reporting timeline for this Report is 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023. For Advanced Molecular Imaging Limited (HealthCare Global (Kenya) Private Limited holds 50% of the share capital) the reporting timeline has been considered as January to December 2022.

## 5. Markets served by the entity:

### a. Number of locations<sup>2</sup>

Locations	Number
National (No. of States)	9
International (No. of Countries)	1

### b. What is the contribution of exports as a percentage of the total turnover of the entity? -

The contribution of exports as a percentage of the total turnover for FY 2022-23 is 5.18%<sup>3</sup>.

### c. A brief on types of customers

The Company provides health services to both insured and non-insured patients. The customer base includes those covered by different Indian government-sponsored schemes (such as CGHS, ECHS, and state government health schemes). The Company also caters to patients covered under social security options, sponsored by international institutions or organizations.

## 6. Employees

Details as at the end of Financial Year:

### a. Employees and Workers\* (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent	6,131	3,071	50.1	3,060	49.9
2.	Other than Permanent	1,294	736	56.9	558	43.1
3.	<b>Total Employees</b>	<b>7,425</b>	<b>3,807</b>	<b>51.3</b>	<b>3,618</b>	<b>48.7</b>

\*The Company does not have any Workers as defined in the BRSR Guidance Note.

### b. Differently abled Employees and Workers\*

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent	5	3	60	2	40
2.	Other than Permanent	0	0	0	0	0
3.	<b>Total Employees</b>	<b>5</b>	<b>3</b>	<b>60</b>	<b>2</b>	<b>40</b>

\*The Company does not have any workers as defined in the BRSR Guidance Note.

## 7. Participation/Inclusion/Representation of Women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20
Key Management Personnel	2	1	50

<sup>1</sup> The Company provides services to patients from various states, including those who travel to HCG for specialized cancer care from different parts of the country. Moreover, HCG offers its services not only in Kenya but also in other international regions such as Africa, the Middle East, SAARC nations, and CIS countries as part of medical tourism to India.

<sup>2</sup> This export value refers to our services provided in Kenya.

## 8. Turnover Rate<sup>4</sup> for Permanent Employees and Workers\*

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	30%	34%	32%	38%	48%	43%	37%	40%	38%

\*The Company does not have any Workers as defined in the BRSR Guidance Note.

## 9. Holding, Subsidiary and Associate Companies (including joint ventures)

Sr. No.	Name of the Holding/ Subsidiary/ Associate/ Joint Venture (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% Of shares held by Listed Entity	Does the Entity indicated at column A, participate in the Business Responsibility Initiatives of the Listed Entity? (Yes/No)
1.	HCG Medi-Surge Hospitals Private Limited	Subsidiary	74.00%	Yes
2.	Malnad Hospital & Institute of Oncology Private Limited	Subsidiary	70.25%	Yes
3.	HealthCare Global Senthil Multi Specialty Hospitals Private Limited	Subsidiary	100.00%	Yes
4.	Niruja Product Development and Healthcare Research Private Limited	Subsidiary	100.00%	Yes
5.	BACC HealthCare Private Limited	Subsidiary	100.00%	Yes
6.	HealthCare Diwan Chand Imaging LLP	Subsidiary	75.00%	Yes
7.	HCG Oncology Hospitals LLP (along with the Shareholding of Niruja Product Development and Healthcare Research Private Limited) (previously known as APEX HCG Oncology Hospitals LLP.	Subsidiary	100.00%	Yes
8.	HCG NCHRI Oncology LLP	Subsidiary	87.14%	Yes
9.	HCG Oncology LLP	Subsidiary	74.00%	Yes
10.	HCG EKO Oncology LLP	Subsidiary	50.50%	Yes
11.	HCG Manavata Oncology LLP	Subsidiary	51.00%	Yes
12.	HCG SUN Hospitals LLP (along with the shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100.00%	Yes
13.	HCG (Mauritius) Pvt. Ltd. (along with the shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100.00%	Yes
14.	Healthcare Global (Africa) Pvt. Ltd.	Subsidiary	100.00%	Yes
15.	HealthCare Global (Uganda) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100.00%	Yes
16.	HealthCare Global (Kenya) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100.00%	Yes
17.	HealthCare Global (Tanzania) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100.00%	Yes
18.	Cancer Care Kenya Limited (Subsidiary of HealthCare Global (Kenya) Private Limited)	Subsidiary	81.63%	Yes
19.	Suchirayu Health Care Solutions Limited	Subsidiary	78.60%	Yes
20.	Advanced Molecular Imaging Limited (HealthCare Global (Kenya) Private Limited holds 50% of the share capital)	Subsidiary	50.00%	Yes

## 10. CSR Details

- Whether CSR is applicable as per section 135 of Companies Act, 2013:** (Yes/No) - Yes, CSR is applicable to the Company.
- Turnover (in Rs.)** - INR 10,075.94 million
- Net worth (in Rs.)** - INR 11,415.22 million

<sup>4</sup> Turnover rate for permanent employees has been calculated on a consolidated basis

## 11. Transparency and Disclosures Compliances

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	0	0	NA	0	0	NA
Employees	Yes	5	0	NA	5	0	NA
Customers	Yes	15	0	NA	74	24	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA

Please refer the below link for policies:

<https://www.hcgoncology.com/policies-and-guidelines/>

Customers reach out to us through our brand handles on Twitter, Facebook, Instagram, LinkedIn, Google Business profiles and other social media platforms. They also register their feedback through [feedback@hcgel.com](mailto:feedback@hcgel.com)

## 12. Overview of the Entity's Material Responsible Business Conduct Issues

Please indicate Material Responsible Business Conduct and Sustainability Issues pertaining to Environmental and Social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

Sr. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the Risk / Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity
1.	Patient Satisfaction and Wellbeing	Opportunity	Opportunity: As a health sector company, our primary imperative is to provide our patients with high quality care and improve their quality of life. Fostering positive patient experience is essential to the ethos of the Company. We are committed to providing for a culture of care that prioritizes the wellbeing of our patients and provides them with easy access to holistic healthcare.		Positive: Enhanced patient experience and high levels of patient satisfaction favorably impacts brand value. It also enhances reputation and trust of stakeholders and society in the Company.
2.	Medical Quality and Safety	Risk and Opportunity	Risk: Medical quality is a critical aspect that can have a significant impact on the Company's reputation and performance. Non-adherence to high standards of quality and safety can lead to compromised patient safety, regulatory noncompliance and legal and financial risks. Opportunity: The central ethos of the Company focuses on providing for a culture of care for all patients. This culture is significantly dependent on the quality and safety of services provided. As a health sector company, it is our imperative to provide our patients with services that are safe and can increase their quality of life.	The Company understands the criticality of providing services that are of high quality and prioritize patient safety. As such, stringent quality protocols have been established to ensure that all services are provided in a manner that is safe and efficient. All facilities of the Company have been provided with state-of-the-art facilities for a holistic patient experience. Further, all personnel are equipped with necessary skills and also receive training to ensure proper treatment and care.	Positive: Providing for safe and high-quality healthcare services to all patients will enhance business growth as well as brand value. Additionally, it also ensures that the Company is aligned with regulatory body requirements in the provision of safe medical care for all patients.  Negative: Noncompliance with quality and safety standards may have an adverse impact on the Company's reputation. Further, it may also result in financial or legal consequences and loss of accreditation status.

Sr. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the Risk / Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity
3.	Energy Management	Risk and Opportunity	<p>Risk: Ineffective management of Energy and the Company's environmental footprint may expose the company to climate related physical and transition risks which might lead to disruption of operations and affect business continuity.</p> <p>Opportunity: Adapting new low carbon technologies may unlock opportunities for more efficient processes and will contribute towards business resilience.</p>	<p>The Company has committed to a transition to renewable energy and several initiatives have been implemented for the same. This includes installation of solar panels with the potential to offset 3,300 tons of carbon emissions annually. Additionally, the company has also installed LED lights across facilities for greater energy efficiency.</p>	<p>Positive: Working towards efficient energy management may offer businesses opportunities to take advantage of emerging technologies and more efficient means of production.</p> <p>Negative: Failure to effectively manage the Company's energy consumption could have adverse impacts on business resilience. Further, it could also lead to loss of stakeholder trust and reputation.</p>
4.	Waste Management	Risk	<p>Risk: Management of waste is a critical issue for the Company to create a positive environmental footprint. Focused efforts for reduced waste generation and proper disposal are imperative to demonstrate the Company's commitment to a sustainable future and a healthy planet. This is particularly important with respect to bio-medical and radioactive waste generated across our hospitals. Proper treatment and safe disposal of the same is imperative to protect human and planet health.</p>	<p>The Company has developed robust Waste Management Manuals containing detailed information on the manner and mode of waste disposal. These Manuals ensure that strict alignment is maintained with regulatory requirements for the proper disposal of waste. Moreover, the Company continues to explore opportunities of increased recycling of waste, enabling a reduction in waste generation and a positive impact on the environment.</p>	<p>Negative: Improper management and disposal of waste can have adverse consequences for human health and the planet. It can also lead to financial losses and legal consequences in the event of non-compliance with laws and regulations. Further, brand value may be severely impacted.</p>
5.	Data Security	Risk and Opportunity	<p>Risk: Data security related risks and threats have an adverse consequence on the security and integrity of the IT system across the Company.</p> <p>Opportunity: The productivity and growth of the Company can be strongly supported through a robust governance mechanism for data integrity, technology and digitization that provides for a secure IT network.</p>	<p>In order to avoid data breaches and loss of confidential system, the Company undertakes regular reviews of the vulnerability and the threat of breaches to our IT system on a regular basis. Employees are also provided with cybersecurity training and awareness. Periodic information mailers are also shared to generate awareness on safe IT practices and behavior.</p>	<p>Positive: Front-line data privacy principles and practices integrated across the Company ensures compliance with data privacy related laws and regulations. Additionally, it provides for a protective environment against breaches, and fosters improved productivity, ultimately leading to sustainable growth.</p> <p>Negative: Lack of a robust data integrity and security mechanism could increase the rate of data breaches and result in the loss of valuable data that may have an adverse impact on the business. Breach of patient/stakeholder data may potentially expose us to litigations, fines and penalties.</p>
6.	Health and Safety	Risk	<p>Risk: Occupational health and safety is a vital component of the Company's commitment towards providing a safe and secure working environment. Ineffectiveness of the current Health and Safety management programs may lead to a large number of health and safety incidents.</p>	<p>The Company has developed a robust Employee Health and Safety Policy, applicable to all staff, to foster a safe working environment. It provides detailed information on process and procedures for a safe working environment and preventive measures to be instituted to mitigate potential risks. Employees are also provided with focused training on health and safety to promote safe working behavior.</p> <p>All services provided by the Company undergo Hazard Identification and Risk Assessment (HIRA). Compliance with standards and regulatory requirements is also regularly monitored through strict Quality Audits.</p>	<p>Negative: Frequent health and safety incidents will have a negative influence on the Company's performance in terms of both safety and workforce well-being. This will impact the brand image, reputation and the Company's ability to attract and retain talent.</p>

Sr. No.	Material Issue Identified	Indicate whether Risk or Opportunity (R/O)	Rationale for identifying the Risk / Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or Opportunity
7.	Business Ethics and Compliance	Risk and Opportunity	<p>Risk: Failure to adhere to the highest standards of corporate governance and business ethics can result in regulatory repercussions, financial and / or reputational loss.</p> <p>Opportunity: Maintaining and demonstrating good governance practices and ethical behavior will enable long term value creation for all stakeholders.</p>	The Company undertakes proactive and regular interactions with regulatory organizations across facilities to reduce the risk of noncompliance. Further, strict compliance with internal policies and regulatory requirements is ensured via training for all employee on business ethics and code of conduct.	<p>Positive: The Company's commitment to and demonstration of ethical business practices will be viewed favorably by all stakeholders. It will enhance brand value and stakeholder trust.</p> <p>Negative: Reputation and business continuity of the Company may be adversely impacted due to non-compliance with regulatory standards.</p>
8.	Water Management	Risk	Risk: Effective water management is imperative for a positive environmental impact. Given the nature of business, water is extensively consumed across our hospitals. Focused initiatives for higher water efficiency and reduced water consumption is therefore critical to prevent risks to business growth and adverse impacts on the environment.	The Company ensures regular and focused monitoring of water usage across locations. Water meters have been installed at all discharge sites to proactively monitor levels of water consumption. The Company has also adopted cutting-edge technologies for optimal water usage through enhanced recycling and reuse of water.	Negative: Ineffective management of water usage can lead to water scarcity, severely impacting business continuity and growth. It can also lead to loss of brand value and reputation.
9.	Human Rights	Risk and Opportunity	<p>Risk: Absence of a protective environment for Human Rights can lead to increased incidences of discrimination and creation of a hostile work environment. It can also negatively impact the Company's reputation and lead to loss societal value.</p> <p>Opportunity: As a responsible corporate citizen, it is the Company's duty to protect and promote human rights. It will further foster a positive image, increase stakeholder trust and strongly demonstrate the Company's commitment to social responsibility.</p>	Enshrined in the Code of Conduct, the Company's commitment to protecting and promoting human rights aims to provide for a supportive and robust governance structure. All employees are provided with training on these principles and are mandated to ensure strict adherence with the same. The Company is an equal opportunity employer and has a zero-tolerance approach to any form of discrimination and violation of human rights. Furthermore, focused efforts are also made to encourage value chain partner to uphold human rights across their operations.	<p>Positive: Focused alignment with human rights principles boosts the Company's social value. It also reflects the integration of these principles within the business model to provide for a holistic approach.</p> <p>Negative: Absence of a strong governance system for the protection of human rights could lead to employee dissatisfaction and loss of productivity, thereby impacting the Company's business performance in the long run. Further, ineffective grievance redressal system increases the risk of non-compliance which can lead to financial, legal and / or reputational consequences.</p>
10.	Sustainable Supply Chain and Responsible Procurement	Risk and Opportunity	<p>Risk: Disruptions to the Company's supply chain will cause significant delays in the delivery of essential health services to all patients. Non-substitutable suppliers also pose a risk in terms of continued availability of critical supplies.</p> <p>Opportunity: Supply chain plays a determining role in the sustainability of an organization. Integrating suppliers into the ESG journey helps the Company to develop a resilient supply chain and cascade a virtuous cycle of environmentally and socially responsible behavior across the value chain.</p>	The Company has developed long-term business relationships with dependable and reputable suppliers for a robust supply chain. Strong emphasis is placed on supplier knowledge, reputation and ethical values during supplier selection. Additionally, during onboarding, all suppliers are expected to submit a self-declaration on their social and environmental performance. Furthermore, focused monitoring is undertaken to ensure that all suppliers are compliant with the ESG principles adopted by the Company.	<p>Positive: Effective redressal of supply chain disruptions as a result of unforeseen circumstances is ensured through responsible supply chain practices. Furthermore, adherence to responsible sourcing is a strong demonstration of the Company's commitment to its ESG performance.</p> <p>Negative: Long-term commercial partnerships with suppliers may be impacted if standards related to various social, environmental and safety aspects are not complied with by suppliers, leading to loss of business value.</p>

## SECTION B

## MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Sr. No.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and Management Processes</b>										
1.	<b>Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes								
	<b>Has the policy been approved by the Board? (Yes/No)</b>	Yes								
	<b>Web Link of the Policies, if available**</b>	<a href="https://www.hcgoncology.com/policies-and-guidelines/">https://www.hcgoncology.com/policies-and-guidelines/</a>								
2.	<b>Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes								
3.	<b>Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Select policies like our Anti-Fraud policy, Anti-Bribe, Anti-Corruption policy, Whistleblower policy, ICW/POSH Policy extend to our value chain partners.								
4.	<b>Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.</b>	<ol style="list-style-type: none"> <li>ISO 15189 Medical Laboratory Accreditation</li> <li>College of American Pathologists (CAP's) Laboratory Accreditation Program</li> <li>National Accreditation Board for Testing and Calibration Laboratories (NABL)</li> <li>National Accreditation Board for Hospitals &amp; Healthcare Providers (NABH)</li> <li>ISO Certification 27001:2022 on Information Security Management System</li> </ol>								
5.	<b>Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	The Company has currently not undertaken any specific commitments, goals and targets. Efforts are underway for goal setting and establishment of an implement and achievement plan. Reporting on the same will be undertaken in subsequent financial years.								
6.	<b>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	The Company has currently not undertaken any specific commitments, goals and targets. Efforts are underway for goal setting and establishment of an implement and achievement plan. Reporting on the same will be undertaken in subsequent financial years.								

**Governance, Leadership and Oversight****7. Statement by Director responsible for the Business Responsibility and Sustainability Report, highlighting ESG related challenges, targets and achievements.**

Sustainability is a critical focus area at HCG. The Company is committed to sustainable development and positive social and environmental impact for all stakeholders. As a leading and responsible health care provider, the Company's operational and strategic approach encourages both business growth and long-term value creation.

As part of the Company's commitment to sustainable development, we recognize the importance of transparency and communication with stakeholders. The BRSR is a critical tool to provide an accurate and detailed account of our corporate responsibility initiatives, sustainability measures, and overall performance. This report demonstrates our efforts to integrate sustainability into our everyday operations while providing a holistic view of our social, environmental, and economic performance.

The Company's corporate governance framework is an integral factor to drive high standards of ethical business conduct, enabling sustainable outcomes for all stakeholders. This is further supported by our culture and commitment to providing accessible, affordable and high-quality healthcare to positively improve the lives of all our patients.

Our approach to workforce management and community welfare is built upon our culture of care. The Company makes strong efforts for an empowering and supportive work environment, wherein all employees are provided with ample opportunities of growth and development. Likewise, we are committed to protecting the communities we serve, and our CSR activities have been designed and implemented to provide them with adequate opportunities of social empowerment.

Across the business, focused efforts have also been undertaken to promote ESG and sustainability. The Company is committed to achieving a positive environmental footprint and significant investments have been made for energy conservation, water saving and safe waste management. This includes increased usage of renewable energy through solar plants, rainwater harvesting, usage of biodegradable bags to reduce usage of plastic, e-billing to prevent waste of paper, among others.

While the Company continues to integrate sustainability principles within the operating model, and deliver on our promises of sustainable value creation, we welcome your valuable feedback to help improve our sustainability performance.

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies**

The Chief Executive Officer (CEO) is the highest authority responsible for implementation and oversight of the Business Responsibility policies.

**9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**

The Risk Management Committee of the Board provides direct oversight with respect to all ESG issues and processes. The Committee further offers guidance to the business and management for effective management of sustainability in all strategic initiatives, budgets, and action plans of the Company.

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)
Performance against above policies and follow up action	Performance against above mentioned policies and follow up action is reviewed by the Board of Directors, Nomination and Remuneration Committee, Risk Management Committee and Audit Committee, as applicable. The periodicity of these reviews is once in every three years or whenever an update is required due to change in applicable laws.	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company maintains a proactive approach in monitoring and fulfilling its compliance obligations within the prescribed timelines. In the event of any non-compliances, they are promptly reported to both the Audit Committee and the Risk Management Committee for appropriate action and resolution.	

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide the name of the agency.**

Internal auditors review the policies on a periodic basis and evaluate working of the same and assess the adequacy and effectiveness in terms of best practices followed by other organizations of repute. For FY 2022-23, no external agency has undertaken an assessment/evaluation.



**SECTION C**

**PRINCIPLE WISE PERFORMANCE DISCLOSURE**

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

**Principle 1**

**Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.**

**Essential Indicators**

**1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	<ul style="list-style-type: none"> <li>▪ Human Resources – Engagement, development, and retention process</li> <li>▪ Business model – verticals, major units/clusters</li> <li>▪ Operation of units</li> <li>▪ Strategy - our approach, methodology and execution.</li> <li>▪ Financials, key metrics &amp; drivers/Banking arrangements etc.</li> <li>▪ Policies and compliance monitoring mechanism</li> </ul>	100%
Key Managerial Personnel	1	<ul style="list-style-type: none"> <li>▪ Human Resources – Engagement, development, and retention process</li> <li>▪ Business model – verticals, major units/clusters</li> <li>▪ Operation of units</li> <li>▪ Strategy - our approach, methodology and execution</li> <li>▪ Financials, key metrics &amp; drivers/Banking arrangements etc.</li> <li>▪ Policies and compliance monitoring mechanism</li> </ul>	100%
Employees other than BoD and KMPs	30	<ul style="list-style-type: none"> <li>▪ Anti-Fraud policy</li> <li>▪ Anti-Bribery and Anti-Corruption policy</li> <li>▪ Anti-Gift, Hospitality &amp; Entertainment policy</li> <li>▪ Whistleblower policy</li> <li>▪ ICW/POSH Policy</li> <li>▪ Inclusion</li> <li>▪ Code of Conduct policy</li> <li>▪ Grievance redressal policy</li> </ul>	100%

\*The Company does not have any workers as defined in the BRSR Guidance Note.

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

	Monetary				
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	0	NA	0	NA	NA
Settlement	0	NA	0	NA	NA
Compounding fee	0	NA	0	NA	NA

	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	0	NA	NA	NA
Punishment	0	NA	NA	NA

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Not Applicable

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.**

The Company's corporate governance framework mandates upholding of the highest standards of ethical governance and responsible business conduct. The Anti-bribery and Anti-corruption policy, applicable to all employees, subsidiaries, joint ventures and affiliated entities, provides detailed guidance and requirements to ensure the protection of stakeholder interests is undertaken with integrity, fairness, accountability and transparency.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/HCG-ANTI-BRIBERY-AND-ANTI-CORRUPTION-Main-02.pdf>

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.**

	FY 2022-23	FY 2021-22
Directors	0	0
KMPs	0	0
Employees	0	0

\*The Company does not have any workers as defined in the BRSR Guidance Note

**6. Details of complaints with regard to conflict of interest:**

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

**7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable

## Leadership Indicators

**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

All value chain partners of the Company are provided with training and awareness sessions on critical components of the principles during onboarding, evaluation and periodic review meetings.

**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**

The Company's Code of Conduct for the Board Members and Senior Management offers critical guidance on practices of ethics, integrity and honesty and provides details on mechanisms to manage conflict of interests. All Board Members are mandated with ensuring prevention of any conflict of interest and must make full disclosure to the Board or any other Committee as identified in case on any conflict.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/Code-of-Conduct-for-the-Board-and-the-Senior-Management.pdf>

## Principle 2

## Businesses should provide goods and services in a manner that is sustainable and safe

## Essential Indicators

## 1. Percentage of R&amp;D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&amp;D and capex investments made by the entity, respectively.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	0	0	NA

## 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

The Company procures all products and services through empaneled vendors, subject to robust and strict protocols and regulations. Efforts are focused on sourcing through vendors who demonstrate sustainable practices and are aligned with the Company's ESG agenda.

Further, utilizing a life cycle cost analysis approach, the Company continues to procure energy efficient supplies. Long term relationships with technology vendors, suppliers and other value chain partners have been cultivated, enabling provision of quality healthcare for all patients and sustainable value creation for all stakeholders.

## b. If yes, what percentage of inputs were sourced sustainably?

The Company is committed to responsible sourcing and engaging with partners who demonstrate a strong commitment to sustainable and ethical practices. These efforts are evolving, and necessary efforts are being undertaken to bring about a holistic approach to sustainability across the value chain. Quantification of sustainability sourced inputs will be undertaken and reported on in subsequent financial years.

## 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Waste reduction at the source is a critical element of the Company's waste management strategy. Focused efforts are continually made to enhance recycling efforts and ensure safe handling of waste for disposal. Detailed Waste Management Manuals have been developed containing clear guidance for effective waste management.

- Safe and proper disposal of **E-waste** is undertaken in line with the framework contained in the E-waste Management Manual. All e-waste is disposed of only through authorized collection centers or dealers through a designated take back service. The Manual includes Standard Operating Procedures (SOPs) for collection, storage and transportation

of the E-waste in accordance with E-waste (Management) Rules 2016 and amendments thereof. It also provides details on safety procedures to be followed while storing, handling and transportation of E-waste and procedures for records retention.

- All **Hazardous Waste** generated is handled with careful precision and as per the Hazardous Waste Management Manual developed by the Company. This Manual includes applicability of Authorization and Grant from State Pollution Control Board (SPCB) under the Water (Prevention and Control of Pollution) Act, 1974 (25 of 1974) and the Air (Prevention and Control of Pollution) Act, 1981 (21 of 1981). Procedures for collection, storage and transportation of hazardous waste and procedures for records retention have also been specified.
- Other waste:
  - Bio-medical waste** is handed over to the Common Bio Medical Waste Treatment Facility, authorized by SPCB as per Bio-Medical Waste Management Rules, 2016 Rules and amendments thereof.
  - Used radiopharmaceutical products and vials** are disposed of through consulting manufacturers and other disposal options as per applicable regulations. A generator-return service offered by some manufacturers, enables disposal of generators through radioactive materials facilities for breakdown, lead-recycling, and radioactive- component disposal.
  - General waste** is stored in a secured area and cleared regularly as per local municipality rules before collection by Municipal Authorities.
  - Disposal of **battery waste** is undertaken through buy back system with the supplier, covered through a PO/ MOU/Agreement. A Batteries Waste Management Manual has been developed for greater clarity of processes and procedures. It includes SOPs for collection, storage and transportation of the battery waste, safety procedures to be followed while storing, handling and transportation of waste and procedures for records retention.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

### Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

The Company has not conducted Life Cycle Perspective/ Assessments (LCA) for any of its services in FY 2022-23.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Not Applicable

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.

Category	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	1.54	0	0	0
E-waste	0	0	1.46	0	0	0.76
Hazardous waste	0	0	0.81	0	0	Not Monitored
Other waste	0	0	122.03	0	0	36.48

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not Applicable

### Principle 3

Businesses should respect and promote the well-being of all employees, including those in their value chains

### Essential Indicators

1. Details of measures for the well-being of employees.

Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	3,071	3,071	100	3,071	100	-	-	3,071	100	-	-
Female	3,060	3,060	100	3,060	100	3,060	100	-	-	3,060	100
<b>Total</b>	<b>6,131</b>	<b>6,131</b>	<b>100</b>	<b>6,131</b>	<b>100</b>	<b>3,060</b>	<b>49.9</b>	<b>3,071</b>	<b>50.1</b>	<b>3,060</b>	<b>49.9</b>
<b>Other than Permanent Employees</b>											
Male	736	736	100	736	100	-	-	-	-	-	-
Female	558	558	100	558	100	507	90.9	-	-	507	90.9
<b>Total</b>	<b>1,294</b>	<b>1,294</b>	<b>100</b>	<b>1,294</b>	<b>100</b>	<b>507</b>	<b>39.1</b>	<b>-</b>	<b>-</b>	<b>507</b>	<b>39.1</b>

\*The Company does not have any workers as defined in the BRSR Guidance Note.

## 2. Details of retirement benefits.

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	-	Y	100%	-	Y
Gratuity	100%	-	NA	100%	-	NA
ESI	30%	-	Y	64%	-	Y

\*The Company does not have any workers as defined in the BRSR Guidance Note.

### 3. Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, all premises and offices of the Company are accessible to differently abled employees. To promote a culture of accessibility supported with inclusivity, necessary steps have been taken to bring about integration of relevant accessibility standards within all physical spaces comply.

### 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.

As enshrined in our Code of Conduct, the Company is proud to be an equal opportunity employer. This commitment is integrated in all employment processes, including recruitment, hiring, promotion, and termination. The Company strongly upholds the merit-based principle and presents a zero-tolerance approach to discrimination based on race, color, religion, creed, caste, economic or social status, gender, nationality, citizenship, age, sexual orientation, physical disability, pregnancy, childbirth, marital status, medical condition, ancestry, language, sexual orientation, or any other characteristic. This commitment is also extended to any other protected classes as defined by applicable law.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/HCG-Code-of-Conduct-Policy.pdf>

### 5. Return to Work and Retention Rates of Permanent Employees and Workers that took parental leave.

Permanent Employees		
Gender	Return to Work Rate	Retention Rate
Male <sup>5</sup>	-	-
Female	89%	11%
Total	89%	11%

\* The Company does not have any workers as defined in the BRSR Guidance Note

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

The Company is committed to ethical and responsible business conduct, characterized by transparency and accountability. A robust Grievance Policy has been formalized to provide for an effective, equitable and secure management of grievances. All employees are provided with easy access to a safe channel of communication, wherein anonymity is offered to any complainant. The purpose of the system is to remedy grievances in a timely and satisfactory manner, while protecting the aggrieved.

The policy provides clear guidance on the nature of grievances, the manner and mode of raising complaints and a clear escalation matrix. Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/GrievancePolicy.pdf>

### 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

The Company does not recognize any employee associations.

<sup>5</sup> The Company currently does not offer paternity leave.

**8. Details of training given to employees and workers:**

Category	FY 2022-23					FY 2021-22				
	Total (A)	Health and Safety Measures		Skill Upgradation		Total (D)	Health and Safety Measures		Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No.(F)	% (F/D)
<b>Employees</b>										
Male	3,807	3,121	82	3,025	79	2,862	Training on health and safety measures has not been tracked.	2,217	77.5	
Female	3,618	2,999	83	2,906	80	2,817		2,047	72.7	
<b>Total</b>	<b>7,425</b>	<b>6,120</b>	<b>82</b>	<b>5,931</b>	<b>80</b>	<b>5,679</b>		<b>4,264</b>	<b>75.08</b>	

\*The Company does not have any workers as defined in the BRSR Guidance Note.

**9. Details of performance and career development reviews of employees and worker:**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	No. (B)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	3,071	2,523	82.2	2,862	1,795	62.7
Female	3,060	2,452	80.1	2,817	2,173	77.1
<b>Total</b>	<b>6,131</b>	<b>4,975</b>	<b>81.1</b>	<b>5,679</b>	<b>3,968</b>	<b>69.9</b>

\*The Company does not have any workers as defined in the BRSR Guidance Note.

**10. Health and safety management system:****a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?**

Inherent to the Company's culture of care is the provision of a safe and health workplace, wherein employee wellbeing is a critical priority. A comprehensive Employee Health and Safety Policy, applicable to both clinical and nonclinical staff, has been developed to provide a secure work environment for all employees. The policy is a strong indication of management's commitment to the health and safety of all employees and acknowledges the correlation between employee safety and optimal business performance.

Responsibilities of both the employer and employee in ensuring occupational health and safety and details on preventative measures are provided for in the policy. It covers a wide range of topics including work-related hazards, infection control practices, medical examinations, employee education on health and safety, radiation safety, and healthcare benefits.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

The services provided by the Company are subject to the Hazard Identification and Risk Assessment (HIRA) method, which encompasses facility and gas cylinder safety. This method is implemented consistently across all HCG centers and emphasizes the importance of promoting awareness among both employees and management. To ensure compliance with these standards, the Quality department conducts regular audits.

The Quality Indicator Programs implemented by the Company include an incident management process that outlines the necessary steps for users to take in the event of a safety incident. The program also specifies how the Company records and tracks each occurrence at work units

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

The Company does not have any workers as classified in the BRSR Guidance Note. Details on processes available to employees for reporting of work-related hazards have been provided above.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes, the Company provides its employees with access to medical and healthcare services not related to their occupation. Mediclaim coverage is offered to all employees, except for those covered under the ESIC. Employees under the ESIC coverage receive all relevant medical benefits as per the ESIC. In addition to this, all employees are entitled to receive discounted treatment at HCG Centers.

**11. Details of safety related incidents, in the following format:**

Safety Incident/Number	Employee	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Male	The Company tracks LTIFR on an internal basis. The same will be made publicly available in subsequent financial years.	
	Female		
Total recordable work-related injuries	Male	16	0
	Female	24	0
No. of fatalities	Male	0	0
	Female	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Male	0	0
	Female	0	0

\*The Company does not have any workers as defined in the BRSR Guidance Note.

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Company has implemented several measures to ensure the safety and well-being of its employees at the workplace. These measures include regular training sessions that cover general health and safety practices as well as job-specific hazards. The Company also adopts the Hazard Identification and Risk Assessment (HIRA) method to identify potential risks associated with facility safety, occupational safety, chemical safety, fire safety, equipment safety, gas cylinder safety, and more. The Company also takes steps to minimize employees' and patients' exposure to radiation, and qualified personnel conduct regular assessments to assess potential risks.

Additionally, designated safety supervisors conduct periodic fire drills for enhanced emergency preparedness. The Company also provides periodic medical check-ups for employees based on the risk profile of their work area or applicable regulations.

**13. Number of complaints on the following made by employees and workers.**

Benefits	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	2	0	NA	0	0	NA
Health & Safety	7	0	NA	0	0	NA

\*The Company does not have any workers as defined in the BRSR Guidance Note.

**14. Assessments for the year.**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	41%
Working Conditions	18%

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.**

Marsh Consultants (Life & Fire Safety) have audited HCG Eko Cancer Center Kolkata in New Town and HCG Cancer Centre Baroda. Suggested remedial actions include:

- Installation of glow luminous signage/indications for the fireman lift in floor areas
- Provision of inter-communication equipment in the lifts to communicate with the control room
- Placement of rubber mats in front of electrical panels in accordance with ISO 15652
- Ensuring quality of the fire system infrastructure for an effective and timely response
- Conducting an illumination study of the site
- Implementing staircase pressurization for the staircases

An auditor from IFC has audited Kolkata and KR unit for FY 22-23 for the verification of closure of the remedial actions suggested by Marsh consultants.

Significant efforts and investments are underway to assess the feasibility of the suggested measures and implementation strategy of the same.

## Leadership Indicators

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

Yes, as part of the Company's culture of care, life insurance and other compensatory packages are offered to bereaved family members in the event of demise of an employee. The objective of these provisions is to ensure family members receive timely support that prioritizes their safety and wellbeing.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

Payment of statutory dues is included as a contractual requirement with all value chain partners.

**3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
FY 2021-22	0	0	0	0

\*The Company does not have any workers as defined in the BRSR Guidance Note

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

Throughout the lifecycle of employment, the Company offers all employees with ample and equitable opportunities of skill enhancement and career growth. These opportunities enable employees to secure their career growth and achieve their highest potential. However, no formal transition assistance programs to help with continued employability and the management of career endings resulting from retirement or termination of employment is currently provided.

**5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	75%
Working conditions	90%

**6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

Not Applicable



## Principle 4

## Businesses should respect the interests of and be responsive to all its stakeholders

## Essential Indicators

## 1. Describe the processes for identifying key stakeholder groups of the entity.

The Company actively engages with stakeholders, carefully identifying critical material issues, and is committed to effectively addressing stakeholder expectations. As a responsible company, we are steadfast in our commitment to cultivating strong and meaningful relationships with stakeholders. We have identified and analyzed its stakeholders, both internal and external. These stakeholders encompass various groups such as the workforce, clients, investors, governmental and regulatory bodies, non-governmental organizations, academic institutions, local communities, shareholders, and suppliers.

## 2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	<ul style="list-style-type: none"> <li>Website</li> <li>Newspaper</li> <li>Email</li> </ul>	Quarterly/ annually / event based	<ul style="list-style-type: none"> <li>Perceptions and viewpoints regarding regulatory shifts.</li> <li>Impending legislation</li> <li>Compliance with applicable laws.</li> </ul>
NGOs	Yes	Antardhwani, a Company-led initiative, engages informally with various social organizations to seek expert guidance tailored to the specific needs and requirements of each project. The Antardhwani website serves as a reliable and up-to-date source of information for all communication related to these partnerships, and regular email updates are also sent out to keep stakeholders in the loop. This collaborative effort allows us to leverage the collective expertise and resources of both the private and social sectors, resulting in meaningful and impactful initiatives that make a real difference in the communities we serve.		
Academia	No	<ul style="list-style-type: none"> <li>Letters</li> <li>Documents for Affiliation</li> <li>Admissions &amp; examinations</li> <li>Mail and postal communication</li> <li>Online SUGAM portal</li> <li>Online submission portal</li> </ul>	Monthly/ Half yearly/ on need basis	<ul style="list-style-type: none"> <li>Ethics Committee related details</li> <li>Address change</li> <li>Members list update</li> <li>Serous Adverse Event (SAE) opinion letter</li> <li>Publication of online and hard copy of Journal of Precision Oncology</li> <li>Submission of Research and Clinical Trial application</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>E-mail</li> <li>SMS</li> <li>Meetings</li> <li>Notice Board</li> <li>Website</li> <li>IntraNet (Spider) Communications</li> </ul>	Annually/ Half yearly/ Quarterly/ Monthly	<ul style="list-style-type: none"> <li>Business Communication</li> <li>Employee Policy &amp; Benefits</li> <li>Regular Company updates / Training Needs</li> </ul>
Customers	Yes	<ul style="list-style-type: none"> <li>Website</li> <li>Newspaper</li> <li>Email</li> <li>SMS</li> <li>Pamphlets</li> <li>Helpline Desk</li> </ul>	Quarterly/ annually/ event based	Treatment Reports/Offerings.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	No	<ul style="list-style-type: none"> <li>Digital Meetings</li> <li>In person meetings</li> <li>E-mail</li> </ul>	Quarterly/ Half Yearly/ Annually with Strategic vendors & with other vendors once in a year /need basis	<ul style="list-style-type: none"> <li>Performance feedback</li> <li>Updation about change in regulation and terms and conditions pertaining to supplies/ services.</li> </ul>
Local community	No	<ul style="list-style-type: none"> <li>Community Meetings</li> </ul>	Annual/Half Yearly / Quarterly	<ul style="list-style-type: none"> <li>Developmental /Educational needs as part of the Company's CSR obligation</li> </ul>
Investors	No	<ul style="list-style-type: none"> <li>Website</li> <li>Newspaper</li> <li>Email</li> <li>Meetings</li> </ul>	Quarterly/ half yearly/ annually/ event based	<ul style="list-style-type: none"> <li>Financial Results / other Corporate Announcements as per applicable laws</li> </ul>
Shareholders	No	<ul style="list-style-type: none"> <li>Website</li> <li>Newspaper</li> <li>Email</li> </ul>	Quarterly/ annually/ event based	<ul style="list-style-type: none"> <li>Financial Results / other Corporate Announcements as per applicable laws</li> </ul>

## Leadership Indicators

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company recognizes the criticality of focused stakeholder engagement for timely identification of and action on environmental and social issues relevant to business. Emerging from the extensive stakeholder engagement exercise undertaken in FY 2022-23, material issues were identified and presented to the highest governing member and the Board for their consideration towards guiding strategy and decision making. The stakeholder engagement exercise is periodically reviewed as part of the Company's efforts to continuously interact with internal and external stakeholder groups for identification of the important material issues influencing them.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, the Company has undertaken a comprehensive materiality assessment in FY 2022-23 involving key stakeholders such as patients, government bodies, employees, suppliers, investors, and society. This assessment

supported identification and prioritization of social and environmental material issues that have a significant impact on the business. Through regular engagement with these stakeholders, the Company ensures that expectations are promptly recognized and responsibly addressed, promoting effective communication and alignment.

### 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

Engagement with vulnerable and marginalized stakeholder groups is driven by the Company's detailed Corporate Social Responsibility (CSR) Policy. CSR programs implemented by the Company focus on holistic empowerment of all community members, by providing them with accessible and equitable opportunities of development. Critical focus areas of the Company's social empowerment programs include nutrition, health and wellbeing, education, gender equality, environmental sustainability, rural development and national heritage, art and culture.

In order to gauge community needs and expectations, prior to implementation of CSR programs, a detailed needs assessment is undertaken. All programs are also subject to stringent monitoring to track effectiveness and undergo impact assessments on completion to identify achieved impact vis-à-vis desired impact. Further details may be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/10/HCG-CSR-Policy.pdf>

## Principle 5

## Businesses should respect and promote human rights

## Essential Indicators

## 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	6,131	2,981	49	5,679	4,264	75.1
Other than permanent <sup>6</sup>	1,294	0	0	1,093	819	74.9
<b>Total</b>	<b>7,425</b>	<b>2,981</b>	<b>40</b>	<b>6,772</b>	<b>5,083</b>	<b>75.1</b>

\*The Company does not have any workers as defined in the BRSR Guidance Note

## 2. Details of minimum wages paid to employees and workers.

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	<b>6,131</b>	<b>0</b>	<b>0</b>	<b>6,131</b>	<b>100</b>	<b>5,680</b>	<b>0</b>	<b>0</b>	<b>5,680</b>	<b>100</b>
Male	3,071	0	0	3,071	100	3,635	0	0	3,635	100
Female	3,060	0	0	3,060	100	2,045	0	0	2,045	100
<b>Other than permanent</b>	<b>1,294</b>	<b>0</b>	<b>0</b>	<b>1,294</b>	<b>100</b>	<b>1,093</b>	<b>0</b>	<b>0</b>	<b>1,093</b>	<b>100</b>
Male	736	0	0	736	100	700	0	0	700	100
Female	336	0	0	336	100	393	0	0	393	100

\*The Company does not have any workers as defined in the BRSR Guidance Note.

## 3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	950,000	2	4,550,000
Key Managerial Personnel	1	13,224,996	1	5,298,996
Employees other than BoD and KMP	3,071	276,000	3,060	240,000

\*The Company does not have any workers as defined in the BRSR Guidance Note

## 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

The Company is committed to the protection and promotion of human rights. As provided for in the Code of Conduct, all employees are expected to conduct themselves in a responsible and respectful manner and must strictly adhere to the same. Further, as required by the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act of 2013, an Internal Complaints Committee has been established for sensitive and appropriate handling of concerns related to sexual harassment.

<sup>6</sup> The Company ensures that all other than permanent employees are familiarized and adhere to the Code of Conduct and other applicable Company policies. However, no formal trainings on Human Rights were provided to other than permanent employees for FY 2022-23

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

All complaints with respect to human rights grievances are addressed under the ambit of the Company's detailed Grievance Policy. The Policy provides clear details on the mechanism to raise a complaint and the resolution process to be followed. Across the lifecycle of the complaint, all aggrieved persons are treated with sensitivity and anonymity. Further details may be found at: <https://www.hcgonology.com/wp-content/uploads/2022/01/GreviancePolicy.pdf>

**6. Number of Complaints on the following made by employees and workers:**

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	5	0	All complaints were resolved in the stipulated time	5	0	All complaints were resolved in the stipulated time
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights-related issues	0	0	NA	0	0	NA

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

The Company is strongly committed to protecting the identity and preventing any adverse repercussions towards complainants in discrimination and harassment cases. Under the ambit of the Company's policies, including the Whistle Blower Policy, Code of Conduct, and Grievance Policy, all aggrieved persons are offered anonymity and are protected from any adverse consequences. Prioritize protecting the identity and confidentiality of complainants throughout the investigation process. Regular training on human rights is also provided to all employees to ensure awareness and create a culture of inclusivity and protection.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, aligned to the Code of Conduct, human rights requirements form a critical component of all business agreements, contracts and purchase orders of the Company.

**9. Assessments of the year**

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

**10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.**

Not Applicable

## Leadership Indicators

### 1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.

The Company undertakes a regular review of its policies and business processes and updates are made as applicable, in line with regulatory changes or internal requirements. The periodicity of this review is every 2 to 3 years.

### 2. Details of the scope and coverage of any Human rights due diligence conducted.

The Company undertakes vulnerability mapping for respective areas of business and will undertake due diligence shortly.

### 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

All of the Company's offices and facilities are designed to accommodate visitors with disabilities, ensuring accessibility for all.

### 4. Details on assessment of value chain partners:

	% Of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	90%
Discrimination at workplace	80%
Child labour	100%
Forced/involuntary labour	100%
Wages	75%

### 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

## Principle 6

### Businesses should respect and make efforts to protect and restore the environment

## Essential Indicators

### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22 <sup>7</sup>
Total electricity consumption (A)	1,17,349.41	137,942.08
Total fuel consumption (B)	41,423.52	6,669.28
Energy consumption through other sources (C)	33.31	0
<b>Total energy consumption (A+B+C)</b>	<b>1,58,806.24</b>	<b>1,44,611.36</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (GJ/Million INR)	15.76	23.66

### 2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

<sup>7</sup> Based on updated data collected for FY 2021-22, the figures have changed as compared to public reporting undertaken in the BRSR FY 2021-22

**3. Provide details of the following disclosures related to water, in the following format:**

Parameter	FY 2022-23	FY 2021-22 <sup>8</sup>
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	3,11,438.75 <sup>9</sup>
(ii) Groundwater	3,88,053.59	
(iii) Third party water (Municipal water supplies)	31,226.55	
(iv) Seawater / desalinated water	0	0
(v) Others	27,552.72	
<b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>	<b>4,46,832.86</b>	<b>3,11,438.75</b>
<b>Total volume of water consumption (in kiloliters)</b>	<b>4,46,832.86</b>	<b>3,11,438.75</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover) (KL/million INR)</b>	<b>44.34</b>	<b>50.96</b>

**4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No, the Company has not implemented a mechanism for Zero Liquid Discharge.

**5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

The Company internally monitors air emissions (other than GHG emissions). Public reporting on the same will be undertaken in the subsequent financial years.

Parameter	Unit	FY 2022-23 <sup>10</sup>
NOx	Metric tonnes	2.42
SOx	Metric tonnes	1.29
Particulate matter (PM)	Metric tonnes	11.75
Persistent organic pollutants (POP)	Metric tonnes	0
Volatile organic compounds (VOC)	Metric tonnes	0
Hazardous air pollutants (HAP)	Metric tonnes	0.78
▪ Carbon Monoxide		
Others - Ozone Depleting Substances (HCFC - 22 or R-22)	Metric tonnes	0

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2022-23 <sup>11</sup>
Scope 1	Metric tonnes of CO2 equivalent	2929.13
Scope 2	Metric tonnes of CO2 equivalent	21769
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	<b>Metric tonnes of CO2 equivalent per million INR</b>	<b>2.45</b>

**7. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.**

The Company is committed to a reduced energy footprint and takes steps for the reduction of Greenhouse Gas (GHG) emissions. Rigorous tracking and monitoring of energy consumption is undertaken across the Company, enabling effective energy management. Additionally, internal thresholds have also been set to limit consumption within permissible limits.

<sup>8</sup> Based on updated data collected for FY 2021-22, the figures have changed as compared to public reporting undertaken in the BRSR FY 2021-22

<sup>9</sup> Reporting for FY 2021-22 has been undertaken on a consolidated basis. Disaggregated figures have been made available from FY 2022-23

<sup>10</sup> The Company has undertaken public reporting of air emissions (other than GHG emissions) from FY 2022-23

<sup>11</sup> The Company has undertaken public reporting of Scope 1 and Scope 2 emissions from FY 2022-23

Focused efforts are continually being made to reduce the dependency on fossil fuels and shift to low-carbon sources on energy. To this end, the Company has installed solar roof tops across facilities, enhancing the transition to sustainable energy. Installation of a 2.25-MegaWatt solar plant in Karnataka's Jagalur Village, situated in the Davangere district is expected to generate 45 lakh units of clean energy on an annual basis, offsetting approximately 3,300 tons of carbon emissions on a year-on-year basis. It is also expected to reduce expenditure on energy consumption by approximately 70%. Further, LED lights have also been installed for greater conservation of energy and a green energy footprint.

**8. Provide details related to waste management by the entity, in the following format:**

Parameter	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	1.54	NA
E-waste (B)	0.64	0.76
Bio-medical waste (C)	301.16	296.00
Construction and demolition waste (D)	0	NA
Battery waste (E)	0.82	NA
Radioactive waste (F)	0	NA
Other Hazardous waste (G)	0.74	NA
• DG set oil		
Other Non-hazardous waste generated (H)	51.91	36.48
• Metal waste		
• Paper and carton box waste		
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>356.81</b>	<b>333.24</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
(i) Incineration	297.65	296.76
(ii) Landfilling	5.69	0
(iii) Other disposal operations	53.46	36.48
<b>Total</b>	<b>356.81</b>	<b>333.24</b>

**9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

The Company's waste management strategy places strong emphasis on reducing waste at the source. Disposal of all waste is undertaken in line with applicable regulations and requirements. Comprehensive Waste Management Manuals have also been formalized by the Company for proper treatment of waste across the organization.

Detailed information is provided in internal manuals for proper disposal of hazardous waste generated across the Company. This includes the requirement of Authorization and Grant from State Pollution Control Board (SPCB) under the Water (Prevention and Control of Pollution) Act, 1974 (25 of 1974) and the Air (Prevention and Control of Pollution) Act, 1981 (21 of 1981). Additionally, all biomedical waste is safely disposed through segregation, in line with the Bio-Medical Waste Management Rules 2016. Further, all used radiopharmaceutical products and vials are safely managed through manufactures, aligned to relevant regulations.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

Not Applicable. The Company does not have operations/offices in/around ecologically sensitive areas.

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

The Company has not undertaken any environmental impact assessments for the financial year 2022-23.

**12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

Yes, the Company is compliant with all applicable environmental law/ regulations/ guidelines in India.

### Leadership Indicators

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

Parameter	FY 2022-23 <sup>12</sup>
<b>Renewable Sources</b>	
Total electricity consumption (A)	6,970.77
Total fuel consumption (B)	0
Energy consumption through other sources (C)	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>6,970.77</b>
<b>Non-renewable Sources</b>	
Total electricity consumption (D)	1,10,379.41
Total fuel consumption (E)	41,423.52
Energy consumption through other sources (F)	33.31
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1,51,836.24</b>

**2. Provide the following details related to water discharged:**

Parameter	FY 2022-23 <sup>13</sup>
<b>Water discharge by destination and level of treatment (in kiloliters)</b>	
(i) To Surface water	0
- No treatment	0
- With treatment - please specify level of treatment	0
(ii) To Groundwater	
- No treatment	31,236
- With treatment - please specify level of treatment	0
(iii) To Seawater	0
- No treatment	0
- With treatment - please specify level of treatment	0
(iv) Sent to third parties	
- No treatment	33.28
- With treatment - please specify level of treatment	0
(v) Others	
- No treatment	24.7
- With treatment - please specify level of treatment	0
<b>Total water discharged (in kiloliters)</b>	<b>31,293.98</b>

**3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):**

The Company does not have any units in areas of water stress.

**4. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Efforts are underway to track and record this data and it will be made available in the subsequent years.

<sup>12</sup> The Company has initiated tracking and public reporting of energy consumption by source from FY 2022-23

<sup>13</sup> The Company has initiated tracking and public reporting of water discharge data from FY 2022-23



5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Company has no operations/offices in/around ecologically sensitive areas.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No.	Initiative Undertaken	Details of the Initiative (Web-link, if any, may be provided along with summary)	Outcome of the Initiative
1.	Installation of solar rooftop	In an effort to conserve energy and promote green initiatives towards sustainable healthcare and decreased carbon footprint, the Company has installed a 2.25MW Solar Power Plant in Karnataka's Jagaluru Village, situated in the Davangere district. The newly installed power plant is spread across 7.2 acres of land. The project is HCG's contribution towards improving environmental and social factors through energy optimization and an attempt to achieve zero emissions. As a phase 1 initiative solar power project is implemented at HCG's flagship center in Bengaluru KR Road and HCG Suchirayu Hospital in Hubli.	<ul style="list-style-type: none"> <li>Optimize energy usage</li> <li>Expected power generation of 1,040 lakh units over a period of 25 years, leading to reduction of carbon emissions by approximately 76,200 metric tons</li> <li>Enable annual savings of up to INR 4.2 Crore</li> </ul>

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, the Company has a business continuity and disaster management plan in place for all business-critical software services and systems. This plan provides critical information to ensure business continuity in the event of any unforeseen circumstances at the primary location. This involves regularly maintaining backups and restoration cycles to enable a faster and time-bound recovery from disasters. The plan is reviewed and once a year through mock drills, and the findings are recorded to identify areas for improvement. The DR Drill is conducted in the middle of the financial year.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Not Applicable

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

The Company places significant emphasis on promoting sustainability throughout its value chain by collaborating with partners who adhere to sustainable operating practices. It actively assesses opportunities for conducting environmental impact assessments, considering the potential effects on the environment. In line with this commitment, appropriate steps will be taken in subsequent financial years to address and mitigate any identified environmental impacts, further reinforcing the Company's dedication to sustainable practices.

## Principle 7

**Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

### Essential Indicators

**1. a. Number of affiliations with trade and industry chambers/ associations.**

The Company is not affiliated with any trade or industry chambers/associations.

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.**

Not Applicable

**2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Not Applicable

### Leadership Indicators

**1. Details of public policy positions advocated by the entity:**

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
1.	Alternative Tobacco Farming Antardhwani	Antardhwani is helping tobacco farmers in Hunsur (Mysore), India's major tobacco hub, to switch to growing ethically and financially viable crops. Fifty tobacco farmers of the region are part of this pilot project and have stopped growing tobacco in one acre of their respective land. They have been provided hi-grade saplings of sandalwood and seasonal fruits free of cost. Farmers have been availing expert guidance in the initiative.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnvoice.org/healthcare.php">https://antardhwani-theinnvoice.org/healthcare.php</a>
2.	Antardhwani	Antardhwani has filed a PIL in Delhi HC questioning the Govt of India about non-use of the Secondary & Higher Education Cess amounting to around Rs 98,000 and collected over a period of 10 years from the citizens of India. The court has issued notices to the respondents and awaiting response.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnvoice.org/healthcare.php">https://antardhwani-theinnvoice.org/healthcare.php</a>
3.	Antardhwani	Antardhwani is taking up taxpayer's rights by bringing along financial experts, citizen activists, lawmakers, trade representatives, bureaucrats on a forum to discuss the actionable steps. Antardhwani is also looking at forming a National Taxpayer's Platform.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnvoice.org/healthcare.php">https://antardhwani-theinnvoice.org/healthcare.php</a>
4.	Antardhwani Conversations	Antardhwani has hosted periodic discussions - Antardhwani Conversations - to deliberate on key social issues and find viable solutions.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnvoice.org/healthcare.php">https://antardhwani-theinnvoice.org/healthcare.php</a>
5.	Antardhwani	Women Leadership in Rural Areas: During the last financial year, women in Gundlupet taluk were trained in leadership skills. The women underwent a six-month training in community leadership. The Company plans to scale it up this year by taking up a scheduled module to train at least 300 women in leadership.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnvoice.org/index.php">https://antardhwani-theinnvoice.org/index.php</a>

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
6.	Antardhwani	What India Needs (WIN) series: A Series on Shaping the Future of India. WIN Series will bring India's finest minds sharing their 5-point vision of WIN to become future ready. India is standing at the cusp of a great change and its people are racing against time to return their nation to its ancient glory. WIN Series will be a platform where changemakers from backgrounds as diverse as academics, politics, business, bureaucracy, science, medicine, technology, law, social service, arts, and more will reveal their profound ideas of making India progressive and prosperous. The WIN Series is already up on the Company's website as well as all the social media handles.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnervoice.org/index.php">https://antardhwani-theinnervoice.org/index.php</a>
7	Antardhwani	PODCASTS: To propagate thought leadership, recently, the Company has initiated podcasts to get issues debated among the public at large.	Yes	Review is conducted on a need-basis.	<a href="https://antardhwani-theinnervoice.org/index.php">https://antardhwani-theinnervoice.org/index.php</a>

## Principle 8

### Businesses should promote inclusive growth and equitable development

#### Essential Indicators

**1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

In the reporting year, the Company has not undertaken any Social Impact Assessments of projects.

**2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

None of the Company's operations or units have resulted in community displacement. As a result, no project required Rehabilitation and Resettlement (R&R) in the reporting year.

**3. Describe the mechanisms to receive and redress grievances of the community.**

The Company is committed to protecting the local communities in and around operational areas. Strong emphasis is given on minimal adverse impact on local communities and timely redressal in the event of an unforeseen impact. Proactive measures are taken to prevent adverse consequences for local communities. Moreover, the Company adheres to an open-door policy that promotes transparency and accountability, providing a platform for community members to voice any grievances they may have

**4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	3.6	2.6
Sourced directly from within the district and neighboring districts	96.4	97.4

## Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

The Company has not undertaken any CSR projects in designated aspiration districts for FY 2022-23.

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

The Company does not have a preferential procurement policy.

- b. From which marginalized /vulnerable groups do you procure?

Not Applicable

- c. What percentage of total procurement (by value) does it constitute?

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1.	Women Leadership	<ul style="list-style-type: none"> <li>▪ Phase 1: 814</li> <li>▪ Phase 2: 400</li> </ul>	<ul style="list-style-type: none"> <li>▪ 31% Scheduled Caste (SC) and Scheduled Tribe (ST)</li> </ul>
2.	Model Village	<ul style="list-style-type: none"> <li>▪ 80 households in 1 village</li> </ul>	<ul style="list-style-type: none"> <li>▪ 50 Below Poverty Line (BPL) families</li> <li>▪ 70% Other Backward Classes (OBC) families</li> </ul>
3.	Experiential Learning for Students	<ul style="list-style-type: none"> <li>▪ 441</li> </ul>	<ul style="list-style-type: none"> <li>▪ 45%</li> </ul>
4.	Skill Development	<ul style="list-style-type: none"> <li>▪ 200 students completed the Orientation Program</li> <li>▪ Certificates have been issued to 7 students</li> </ul>	<ul style="list-style-type: none"> <li>▪ 80% underprivileged youth</li> <li>▪ 43% youth belonging to Scheduled Caste (SC), Scheduled Tribe (ST)</li> </ul>
5.	Teachers Training	<ul style="list-style-type: none"> <li>▪ 18</li> </ul>	<ul style="list-style-type: none"> <li>▪ 60%</li> </ul>
6.	Tree Planting	The Company has planted approximately 100 trees during FY 2022-23. This benefits the community at large.	

## Principle 9

## Businesses should engage with and provide value to their consumers in a responsible manner

## Essential Indicators

## 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company has established a robust mechanism to receive and address consumer complaints and feedback. The hospital centers have designated teams to receive and handle customer feedback pertaining to their hospital stay. Feedback is then discussed in daily huddle meetings and weekly quality meetings with the relevant Head of Departments and Center Heads, with minutes of the meetings being recorded.

To further enhance its responsiveness to consumer feedback, the Company utilizes Konnect Insights, a tool that promptly collects online complaints and feedback through various channels, including Facebook, Google listings, and LinkedIn. A dedicated resource is alerted within an hour of receiving the complaint and escalates it to the appropriate unit for resolution. Depending on the level of the complaint, the timeline to resolve an issue range from 24-48 hours.

Moreover, the Ahmedabad Hello HCG team collects patient feedback, and discharged patients receive 48-hour follow-up calls. The Company also sends SMS links for feedback to patients' registered mobile numbers and has established a centralized mail ID for monitoring patient feedback. Additionally, feedback from OPD and other investigation patients is also included in the Company's feedback mechanism. These measures enable the Company to promptly and effectively address any consumer concerns and continuously improve the quality of its services.

## 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Not Applicable

## 3. Number of consumer complaints in respect of the following:

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	2	Pending material disputes being contested before the court of law/ appropriate authority	NA	4	Pending material disputes being contested before the court of law/ appropriate authority	This includes 2 (two) cases outstanding resolution as on March 31, 2021
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

## 4. Details of instances of product recalls on account of safety issues:

Not Applicable

## 5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

The Company has implemented a comprehensive cyber security framework based on ISO 27001:2022 requirements, with a focus on protecting sensitive information and mitigating data privacy risks. The framework includes several policies such as the HCG ISMS Information Security Policy, the HCG ISMS Physical and Environmental Security Policy, and the HCG ISMS Data Privacy Policy. The Company has taken proactive measures to safeguard its valuable assets by using perimeter devices and monitoring all network devices and server logs in a Security Operations Center (SOC) with a Security Information and Event Management (SIEM) solution, ensuring all round and real time coverage. These policies are readily accessible to all employees through the Company's intranet portal

- 6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

Complaints received on delivery of essential services are pending resolution by the appropriate authority. Hence, remedial measures will be instituted on closure of the complaint.

### Leadership Indicators

- 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

All information about the Company is available on the corporate website: <https://www.hcgoncology.com/>

- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

The Company offers consultation sessions and provides educational materials to patients to inform them about the services that are available to them.

- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

The Company takes steps to inform consumers about any potential disruption or discontinuation of essential services by including relevant information in patient consent forms. These forms outline procedures, risks, benefits, and alternative options available. Additionally, as per the SEBI (Listing Obligations and Disclosure Requirements) Regulations, the Company is obligated to promptly notify the Stock Exchanges of any material events that may impact its operations.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.**

Not Applicable

- 5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

To achieve its goal of bringing better health for people, the Company follows an innovation-driven and people-centric business model. Regular communication with patients is facilitated through a feedback platform, which helps in identifying areas for improving patient engagement and addressing any service quality gaps. Patient feedback is collected through the Patient Smile application and the Company website, covering day-care patients, outpatient and in-patient. The application enables strategic monitoring of service excellence through satisfaction index (NPS), Google reviews, and website reviews.

- 6. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches along-with impact**

No instance of data breach encountered for FY 2022-23.

- b. Percentage of data breaches involving personally identifiable information of customers**

Not Applicable